

Complaint about childcare provision

Ref: EY250451/6070202

Date: 9 July 2025

Summary of outcome

All early years providers must meet the legal requirements in the 'Statutory framework for the early years foundation stage', which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 13 June 2025, we received concerns that the provider was not meeting requirements relating to: safeguarding policies and procedures, suitable people, health, safety and suitability of premises, environment and equipment. On 16 June 2025, the provider notified us about matters relating to the same requirements. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of significant events.

On 1 July 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 30 July 2025

- ensure that you understand and implement safeguarding policies and procedures, including for the management of allegations being made against anyone living, working or looking after children at the premises from which childminding is provided
- ensure that your safeguarding policy includes the required procedures to follow in the event of an allegation being made against anyone living, working or looking after children at the premises from which childminding is provided
- attend a child protection training course that enables you to identify, understand and respond appropriately to signs of possible abuse and neglect at the earliest opportunity.

On 5 August 2025, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised. We found that the provider had attended a child protection training course and improved their

understanding of the signs of possible abuse and neglect. The provider demonstrated a secure understanding of the actions to be taken should there be concerns about a child's welfare. The provider had worked with the local authority early years team. They have reviewed and amended their safeguarding policy and to include the required procedures to follow in the event of an allegation being made. The provider demonstrated a secure understanding of the action to be taken should an allegation be made against anyone living, working or looking after children at the premises from which childminding is provided. We are satisfied the provider has met the safeguarding and welfare actions raised.

The provider is still registered with Ofsted.

Publication of complaints

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).